



What is the EthicsPoint Reporting System?

EthicsPoint is committed to defining best practices for integrated Governance, Risk, and Compliance (GRC). Serving over 2,000 active clients and over eleven million stakeholders worldwide, EthicsPoint has created an effective reporting system that is instrumental in managing enterprise risk. The EthicsPoint Reporting System provides individuals at all levels in the organisation with the appropriate tools and information for reporting, investigating, and resolving issues in a timely, cost-efficient manner.

What should I report?

Situations, events or actions by individuals or groups that you believe carry a negative impact on SunWater or are detrimental to morale, productivity, or personal safety are all categories of things that should be reported. Please remember, however, that frivolous or unfounded reports do not help foster a positive workplace.

If you are uncertain if a situation breaches company policy, is illegal or constitutes harassment or discrimination, use EthicsPoint to obtain clarification. We would much rather have you ask than let potential problems go unchecked. **However, EthicsPoint should not be used for immediate threats to life or property. These types of reports should be directed to 000 or Emergency Services immediately.**

How do I file a report?

EthicsPoint is designed to maintain your confidentiality and anonymity. The following step-by-step instructions will guide you through the processes available to submit a report:

Step 1: Access EthicsPoint to report:

Use any one of these three convenient channels of communication:

SunWater Intranet (Employees Only)	SunWater or Public Internet	Toll-Free Phone
On SIMON, under Toolkits , Click on the SunWater Whistleblower Hotline Tab and then link to SunWater Whistleblower Hotline and you will be automatically connected to EthicsPoint’s secure landing page.	From any computer having Internet access, go to either SunWater internet site or www.ethicspoint.com and click on "File a new report"	Call your EthicsPoint toll-free hotline at 1-800-339276. An intake specialist will assist you with entering your report into the EthicsPoint system.

Step 2: Complete a Report:

Follow the on-screen or intake specialist’s instructions to complete a report.

1. Choose a report category.
2. You can remain anonymous.
3. Complete the report, providing information about the incident, including:
 - a. *Who*: Persons engaged in the incident, including titles
 - b. *What*: Incidents specifically occurred
 - c. *Where*: Location of the incident
 - d. *When*: Time and duration of the incident
4. Next, you will be asked to create a password. The EthicsPoint system will generate a unique code called a “Report Key.” Write them both down and keep them in a safe place. You will need them to follow-up later, or if you ever want to review or amend your report.



Step 3: Follow-Up:

After 8- 10 business days of completing your report, you can return to the EthicsPoint system to see if SunWater has posted any follow-up questions or requests.

1. Reconnect with the EthicsPoint system using any of the three channels: **Simon, SunWater Internet or EthicsPoint Internet, or Toll-Free Phone.**
2. Click on (or ask to perform) the “Follow-up an existing report.”
3. Provide your Report Key and Password.
4. You can now elect to review report details, respond to questions, and add information.
 - a. To review your report, click “Review Report Details” or ask the intake specialist.
 - b. You will be told if SunWater has entered questions about your report. Answer the questions verbally or by typing in the question boxes and click “Submit.”
 - c. You can add information to the report verbally or by using the “Submit New Information” box.
5. You may return regularly to review your report, answer questions, and add information.